



AVEVA



PROGRAM GUIDE

AVEVA Customer FIRST for your Engineer, Procure, and Construct software

Build, support, maintain, and evolve your systems
with industry-leading software maintenance,
support, and success services



AVEVA Customer FIRST

AVEVA Customer FIRST is not just a cliché, it is a mantra that drives our everyday efforts to put our customers first – ensuring their overall success with our software is essential. We strive to deliver innovative, market-leading software coupled with a wide range of services and resources. The program is the foundation of your service and support relationship with AVEVA and our global partner network. It offers a comprehensive portfolio of services, including software version upgrades and maintenance, expert technical support and success-based services to help you get the most value possible from your investment in our software and keep your operations running smoothly from the application of AVEVA products. The program ensures that you get:

- Continuous software maintenance and innovation through version upgrades to keep your software “state-of-the-art” so you can respond quickly to challenges and opportunities

- Access to technical support experts to quickly remedy any technical issue you may experience as you install, fine-tune, and upgrade your software
- Optional services, resources, and system management applications to efficiently maintain and optimize the performance of your software and meet your changing business needs

With Customer FIRST, you get a continuum of investment protection and value with a program designed to proactively help make sure you are getting the most out of your Engineer, Procure, Construct software and delivering lasting value for your capital projects.



Protect your Engineer, Procure, and Construct software investment

Your Engineer, Procure, and Construct software investment may be substantial, and Customer FIRST delivers in a number of critical ways to help you get the most value from your software.

- **Software version upgrades and maintenance**
– We encourage our customers to continuously innovate and harness the latest capabilities of our new versions that push the envelope of current technology. Our software is regularly upgraded to assure reliability, performance and security, to embrace new technology and standards, and to provide new functionality to meet evolving market demands. We have an unparalleled history of investing in software development, and customers using our software can maintain and extend their engineering investment and upgrade from one version to the next. We are very proud of this deliberate effort as it provides a cost-effective approach for our customers to keep their software current without significant future capital and engineering costs.
- **Access to exceptional global technical support** – Our customers have specific business objectives and responsibilities that rarely include troubleshooting industrial software technical issues. Customer FIRST provides streamlined access to support experts who have years of experience supporting diverse

installations around the world. They are adept at understanding potential software implementation issues, replicating any problems and resolving them quickly. You also get access to extensive online, 24/7 self-help including our vast Knowledge and Support Center with technical tips, tools, and best practices. Our Customer FIRST Support App brings software resources to you, wherever you are, via mobile devices. You can use it to quickly access your support agreement, log and track service requests for convenient case management, learn new technical tips, and stay current on support-related events and software news.

- **Customer FIRST Support App** – Our Apps bring AVEVA Engineer, Procure, Construct software resources to you, wherever you are, via mobile devices. You can use them to quickly access your support agreement, log and track service requests for convenient case management, learn new technical tips, and stay current on support-related events and software news.



Strategic resources focused on your success and time to value

Customer Success Organization

At AVEVA, we have created a dedicated Customer Success Organization to help customers quickly achieve their desired business outcomes with our solutions. The organization proactively helps customers reach the business goals that justified their AVEVA purchase, remove obstacles they might face in pursuit of their goals, and inspire them to innovate and derive additional value.

Highly experienced Customer Success Managers (CSMs) are responsible for proactively delivering personalized success engagements to foster optimized technology deployments and long-term relationships. They provide guidance, insights and recommendations that help customers like you adopt their AVEVA software solutions and quickly realize value.

Customer Success Management Packages

Customer Success Management Packages are a suite of strategic engagements and services – many remote – that provide personalized guidance from CSMs and other experienced technical resources. These packages are optionally available for Premium level Plan and Schedule software, and each provides a high level of engagement to deliver across three key areas: onboarding, adoption, and success.

- **Advanced** – A strategic team is focused on your long-term success. Designated CSMs and technical resources extend your team’s capabilities through best-practice leadership and hands-on expertise to achieve rapid adoption and optimized production performance. CSMs at this level typically manage four to six accounts of medium to high complexity.
- **Enterprise** – A dedicated resource(s) drives coordinated success activities across geographic regions. Enterprise builds on the Advanced level with CSMs providing cohesive, global oversight to ensure best-practice standardization and optimized deployment of AVEVA technology. Enterprise-level CSMs are typically assigned to Global Accounts (or similar) and manage no more than two accounts.

AVEVA Customer FIRST included services

Our customers are increasingly purchasing diverse offerings from across our software portfolio, so Customer FIRST now focuses less on individual

products than in the past. The program features core included services and entitlements that apply across our suite of offerings.

Included services	Standard	Premium	Description
Technical support and services			
Business Hours Technical Support (Normal Local Business Hours)	✓	✓	Access to expert technical assistance
Knowledge and Support Center Website	✓	✓	Access to product information and downloads, technical support articles, security bulletins & case management
Customer FIRST Mobile App	✓	✓	Our app helps you utilize and realize value from your support agreement with proactive notifications from AVEVA & your local support provider
En Route Response Plan for Billable Onsite Corrective Assistance	NBD	24 hrs	Within the committed time period, our support team will mobilize an expert resource to help remedy technical issues at your site
Discount on Technical Support Consulting Services	5%	10%	Leverage AVEVA Software technical expertise even more ... for less
Level 2 Direct/Advanced Technical Support	✓	✓	Direct and immediate access to AVEVA Software Global Customer Support resources to resolve complex issues
Emergency 24-Hour Technical Support (24/7)		✓	Support available around the clock to minimize impacts in emergency situations
Customer FIRST Program Reviews (Per Year)		1	A focused meeting with your sales or support partner to review utilization and value derived from your support agreement
Software maintenance and utilities			
Software Maintenance Releases, Service Packs, Patches, Updates and Hotfixes	✓	✓	Stay current with the latest updates and fixes
Software Version Upgrades and Revisions	✓	✓	Run the latest versions of AVEVA software and access the latest features.
License Assurance		✓	Replacement or rehosting of a damaged or lost license(s) at no additional charge
Discount on Test and Offline Development System Licenses		✓	Save on additional licenses for testing applications
Additional benefits: minimum contract spend required			
Included Training seats for your AVEVA software product (Classroom or Virtual Instructor-led)		1	Increase productivity and sharpen your skills with our expert training
Block of Technical Support Consulting Services Hours		16	Expert guidance on best practices during initial rollout and on-going phases of your application
Complimentary Invitations to AVEVA Software Customer Events		2	Enjoy attendance and gain valuable insight at our annual user conference or other AVEVA-hosted customer event in your region
Dedicated Customer Portal		✓	Cloud-based repository to securely store and share important documents and access all your plant's support activity, license and purchase history
Technical Account Management Team		✓	A team of designated, senior-level support experts to resolve technical issues and liaise between you and the AVEVA Development team to ensure that your issues are receiving top priority
Annual Lifecycle Assessment and Upgrade Planning Roadmap		✓	Understand the current state of your installed software and strategically plan for future software versions

NBD = Next Business Day

Optional services for Engineer, Procure, and Construct software

In addition to the core program elements, an extensive selection of optional services are also available.

Optional services	Standard	Premium	Description
Generally available			
Flexible Funding for Services	✓	✓	Embed funds into your Customer FIRST Agreement for optimization and consulting services to use at your convenience during your agreement term
Upgrade and Migration Planning	✓	✓	Detailed execution plan to upgrade your AVEVA software and application
Implementation Consultant	✓	✓	Ensure the successful deployment of your software project with a dedicated technical expert to oversee your implementation
Technical Support Consulting Services (Onsite or Remote)	✓	✓	Onsite technical support service to troubleshoot a Service Request (SR) related issue. Utilize our experts to maintain your system, keep it running at peak levels, and implement new functionality as required
Custom Training Services	✓	✓	Prepaid training services
Cyber Security Services	✓	✓	Leverage our Cyber Security experts to analyze your cyber security preparedness and operational practices to identify areas that do not meet industry-recognized standards
Customer Success Management Packages		✓	Direct access to success-based resources, including our Customer Success Management team and a suite of Success Accelerators focused on maximizing your operations and evolving business requirements
Success Points		✓	Embed points into your Customer FIRST Agreement to use at your convenience during the agreement term for Success Accelerators or to expand the scope of what is covered in a Customer Success Management Package
Customer FIRST for Solutions		✓	Application support and lifecycle maintenance for Advanced Solutions engineered / implemented by AVEVA
Technical Account Management Team		✓	A team of designated, senior-level support experts to resolve technical issues and liaise between you and the AVEVA Development team to ensure that your issues are receiving top priority
Resident Engineer		✓	Augment your technical staff with a skilled AVEVA engineer resident at your plant year-round to help you achieve your operational goals
Product specific			
Application Clone (Remote, Hosted) (DYNMIM Dynamic Simulation, Operator Training Simulators)	✓	✓	A virtualized replica of your AVEVA software application, used by AVEVA for testing, issue replication and advanced troubleshooting
System Performance Health Check (DYNMIM Dynamic Simulation, Operator Training Simulators)	✓	✓	Certify your system is performing at peak levels
Post Implementation System Tuning (DYNMIM Dynamic Simulation, Operator Training Simulators)	✓	✓	Enhance your solution performance and ensure alignment with your current plant design
Remote Access (DYNMIM Dynamic Simulation, Operator Training Simulators)	✓	✓	Secure dedicated connection to your simulation installation for effective and timely support
Token Usage Report (AVEVA Excel Simulation, AVEVA PRO/II Simulation, AVEVA Thermodynamics, HEXTRAN Heat Exchanger Design, PIPEPHASE Pipeline Network Design)	✓	✓	Systematically track and manage your software and licenses
Engineering Consultancy (AVEVA Excel Simulation, AVEVA PRO/II Simulation, AVEVA Thermodynamics, HEXTRAN Heat Exchanger Design, PIPEPHASE Pipeline Network Design)	✓	✓	Modeling and project work to help you get the most out of your implementation
Enhancement and Roadmap Priority (AVEVA Excel Simulation, AVEVA PRO/II Simulation, AVEVA Thermodynamics, HEXTRAN Heat Exchanger Design, PIPEPHASE Pipeline Network Design)		✓	You need a new feature and you need it sooner than listed in the roadmap. Prioritize enhancement development so you can stay ahead.



Simplify your business complexities and maximize your investment

Your business has enough challenges already, with constantly changing needs, market and competitive conditions, operational situations, rapidly changing technologies, and myriad other concerns. AVEVA Customer FIRST for your Engineer, Procure, Construct software is a cost-effective approach to help you manage and mitigate some of these complexities. It is designed to give you the industry-leading software maintenance, support, and success services you need to get the maximum value from your AVEVA software. With a full complement of proven included and optional services, the program can be tailored to meet the specific needs of your business, so you get the most from your software investment.

To learn more, please contact your AVEVA representative or visit us online at [aveva.com](https://www.aveva.com)

AVEVA

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